

PMI BPA USER'S GUIDE

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE (HEALTH AFFAIRS)
TRICARE MANAGEMENT ACTIVITY
ACQUISITION MANAGEMENT DIVISION
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NOTE TO READERS

This Guide contains procedures for using and managing the Program Management and Integration (PMI) Blanket Purchase Agreements (BPAs). The PMI BPAs provide expert, technical, administrative, and managerial advice and assistance to the Office of the Assistant Secretary of Defense for Health Affairs (OASD(HA)) and the TRICARE Management Activity (TMA). Management oversight of the PMI BPAs and numerous other contracts is provided by the **Acquisition Management Division (AMD), within the Acquisition Management and Support (AM&S) Directorate of the TMA.**

This guide is an internal Government document used solely to inform Government personnel of relevant organizational structures, contract administration responsibilities under the PMI BPAs, and procedures relevant to managing orders. Nothing contained in this guide should be construed, interpreted or advanced as providing or bestowing any rights, privileges, defenses, claims or benefits to any Contractor. This guide does not supersede, void, cancel or replace any applicable laws, regulations or terms contained in any of the specific PMI BPAs. Applicable laws, regulations and terms contained in the relevant PMI BPAs take precedence over any inconsistencies that are contained in or attributed to this guide.

This Guide, as well as other general information about the PMI BPAs, is available on the Health Affairs Home Page at <http://www.tricare.osd.mil/contracting/>

This Guide contains “live” hyperlinks to other relevant documents. Therefore, the documents that are hyperlinked within this Guide must be printed separately.

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**GUIDELINES FOR USERS & MANAGERS
OF PMI BPAs**

1. **INTRODUCTION.** The Defense Contracting Command - Washington (DCC-W) has awarded multiple Blanket Purchase Agreements (BPAs) against existing General Services Administration (GSA) Schedules to provide Program Management support for OASD(HA), TMA, and the Military Health System (MHS). These BPAs are referred to as the Program Management and Integration (PMI) BPAs.

- 1.1. **AMD POINT OF CONTACT.** For additional details on the PMI BPAs or information presented in this guide, contact the PMI BPA Acquisition Manager (AM) at:

Office of the Assistant Secretary of Defense (Health Affairs)
TRICARE Management Activity
Acquisition Management Division (AMD)
5111 Leesburg Pike, Suite 550
Falls Church, VA 22041-3201

Telephone: (703) 681-1143/ FAX Number: (703) 681-6036

- 1.2. **PMI BPA ORDER TYPE.** The PMI BPAs are agreements placed against existing GSA schedule contracts. The GSA schedule contracts are specifically designated tools for the purchase of “commercial items”. Information technology (IT) and support services are considered to be “commercial items”. The Federal Acquisition Regulation (FAR) requires that orders placed against a schedule be purchased on a fixed price basis, however a labor hour (LH) or time and materials (T&M) order would require a Determination and Finding (D&F) by the Contracting Officer (KO).
 - 1.3. **PMI BPA SCOPE OF WORK.** The scope of work supported under the PMI agreements is provided below.

- 1.3.1. **ADVISORY AND ASSISTANCE SERVICES.** PMI contractors may provide advice and assistance as necessary to:

maximize the effectiveness and economy of the MHS
improve organizational policy development, decision-making, management
and administration, program and/or project management and administration,
or to improve the effectiveness of management processes or procedures
prepare and present on and off-site MHS conferences

- 1.3.2. **MANAGEMENT.** PMI contractors may provide advice and assistance in support of:

implementing systems and procedures to facilitate the management and
control of programs, projects and systems

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- resource management
- researching existing policies, procedures, and standards; and developing alternative policy architectures
- publicizing guidelines, updating documentation and obtaining service concurrence
- developing and maintaining federal resource sharing files for integrated health care activities
- researching inpatient and outpatient methodologies for Diagnosis Related Groups (DRGs)
- manipulating and analyzing the Medical Expense and Performance Reporting Systems (MEPRS) and other financial data files
- conducting analyses and research to incorporate new data elements into the DoD Space Planning System
- collecting documentation on automated financial systems
- organizing highly specialized health data from worldwide Army, Air Force, Navy, and other DoD medical databases
- updating and maintaining the Construction and Materiel Schedule for Military Medical and Dental Facilities
- implementing the MHS AIS Security Program

1.3.3. INTEGRATION. PMI contractors may provide assistance in support of:

- centralized budget planning, programming and execution
- formulating budgets and program objective memoranda
- analyzing and interpreting budget directives and mission requirements
- monitoring program expenditures and forecasting resource obligations

1.3.4. ACQUISITION. PMI contractors may provide assistance in support of:

- implementing procedures that assist the acquisition management capability of the MHS and the information management/information technology (IM/IT) programs
- developing standardized acquisition processes to assist in streamlining MHS and IM/IT business practices
- developing and promulgating acquisition policies and instructions
- organizing and maintaining bidders' libraries, and developing procedures for using and accessing library materials
- standardizing and automating procurement processes

There are eighteen [PMI BPA Contractors](#) currently available for tasking.

- 1.4. AUTHORIZATION TO USE PMI BPAs.** Any MHS organization may use the PMI BPAs, including any TMA directorate, Military Treatment Facilities (MTFs), or the Services. Additionally, all orders must specify the following information in the body of the order:

- 1.4.1. **CAAS CERTIFICATION.** IAW DoD Directive 4205.2 “Acquiring and Managing Contracted Advisory and Assistance Services (CAAS)” all CAAS procurement requests shall have a memorandum for the record from the requiring activity certifying the following:

The services have been reviewed for the most cost-effective or efficient means of accomplishment. If the requirement is being met with CAAS resources but is considered long-term and could be more cost-effectively done by in-house resources, a statement citing action being taken to hire additional resources or an explanation of why contracting out is necessary shall be included.

Procurement requests for studies must contain a statement that the Defense Technical Information Center and other applicable information sources have been queried and that no known existing scientific, technical or management report could fulfill the requirement.

This certification will be reviewed and approved by an official at a level above the requiring activity. Additionally, approval for all CAAS procurement requests initiated during the fourth quarter of the fiscal year, for award during the same fiscal year, shall be by an official at a second level or higher, above the requiring activity. For proposed orders estimated at \$50,000 or more, the approval authority may not be delegated below SES, Flag or General Officer level.

- 1.4.2. **PERSONAL VS. NON-PERSONAL SERVICES.** Personal services are not within the scope of the PMI BPAs. Program Offices must specifically state, within their task statements, that the services to be procured are not for personal services (as per FAR clause 37.104).

- 1.4.3. **INHERENTLY GOVERNMENTAL FUNCTIONS.** Inherently governmental functions may not be procured via contract and are therefore not within the scope of the PMI BPAs. FAR Part 37.102(c) directs that “Agencies shall not award a contract for the performance of an inherently governmental function.” Program Offices must specifically state, within their task statements, that the services to be procured are not for inherently governmental functions (as per the Office of Federal Procurement Policy (OFPP) Policy Letter 92-1).

- 1.5. **COMPETITION REQUIREMENTS.** Section 803 of the FY02 National Defense Authorization Act (NDAA) implements requirements for DoD fair opportunity actions. Although the agreements that constitute the PMI BPAs have already been competed, all PMI BPA holders must be given an opportunity to bid on all procurements executed under the PMI BPAs.

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2. **ROLES AND RESPONSIBILITIES.** There are four organizational participants that are key to the effective use, administration, and management of the PMI orders: the Program Office's Administering Contracting Officer's Representative (ACOR), the AM, the KO, and the PMI Contractors. The roles of these organizations are summarized below.
 - 2.1. **ADMINISTERING CONTRACTING OFFICER'S REPRESENTATIVE (ACOR).** The Program Office is responsible for defining requirements, preparing supporting documentation, obtaining approval for CAAS requirements (if necessary), estimating costs, obtaining funding, evaluating Contractor Technical Proposals, managing the resulting order, and approving invoices. Each Program Office shall designate one ACOR for each order. The ACOR will be required to become certified as a Contracting Officer's Representative (COR). Following successful completion of COR training, the ACOR will be officially designated by the KO as the ACOR for the order. The ACOR will sign the designation letter and return the original signed copy to DCC-W. The ACOR will interface with the Contractor, the AM, and the KO on matters concerning the orders.
 - 2.2. **ACQUISITION MANAGER (AM).** The AM is assigned by AMD and is responsible for oversight of PMI BPA acquisition actions. The AM serves as the COR for BPA-level functions. (Note: The ACOR provides oversight at the task-level). The AM serves as a first level resource to the ACOR in resolving issues on the order. Working in partnership with the ACOR and the KO, the AM ensures that work required of PMI Contractors is properly tasked and executed in accordance with the terms and conditions of the BPAs and the individual order.
 - 2.3. **RESOURCE MANAGEMENT OFFICE (RMO) DIRECTORATE FINANCIAL OPERATIONS (FO) DIVISION.** The Financial Operations (FO) division of the TMA RMO certifies that adequate funding exists to cover the cost of a requirement. Each Program Office receives annual funding of a specified amount. RMO tracks the status of those accounts as funds are spent. Before an order for services is placed, RMO must certify that the Program Office has enough money available to make the purchase.
 - 2.4. **DEFENSE CONTRACTING COMMAND WASHINGTON (DCC-W).** DCC-W is the issuing Contracting Office for the TMA PMI BPAs. The KO is responsible for a legally sufficient award, obtaining a fair and reasonable price, selecting a responsible, responsive contractor, contract administration, contract closeout, and management of PMI BPAs.
 - 2.5. **PMI CONTRACTORS.** PMI Contractors are responsible for preparation of Technical and Cost/Price proposals, performance of work in accordance with issued orders, preparation and submission of specified deliverables.
3. **PROCESSES.** There are several major processes involved in using PMI contracts. These processes are:

Tasking PMI BPA Holders

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Proposal Review and Order Issuance
Deliverable Review, Acceptance, and Invoicing
Performance and Progress Reporting
Problem Resolution
Preparing the Past Performance Information (PPI) Assessment Form
Evaluation Criteria

Each of these processes is described in detail below, identifying the roles of all participants in that process.

3.1. **TASKING PMI CONTRACTORS.** The process flow for issuing an order is depicted in the [Acquisition Package Process](#) flow diagram; its [process elements](#) describe the activities, participants, and anticipated duration.

3.1.1. **PROGRAM OFFICE.** The first step in the tasking process is preparation of a *Tasking Package*. The Tasking Package consists of all documents necessary for DCC-W to issue an RFQ, ultimately resulting in an order. The Program Office should submit one electronic copy of the Tasking Package to the AM. The Tasking Package must be tailored specifically to the requirement, and include, at a minimum, the following:

TASKING PACKAGE CONTENTS:

- Identification of ACOR
- Performance Based Statement of Work (PBSOW)
- Independent Government Cost Estimate (IGCE)
- Procurement Request Worksheet (PRW)
- Sole Source or Limited Source Justification (If appropriate)
- List of recommended sources
- Evaluation Criteria

3.1.1.1. **IDENTIFICATION OF ACOR.** In order for the Program Office to have a single, knowledgeable point of contact for actions associated with each order, an ACOR must be nominated by the Program Office and designated in writing by the KO, and granted specific authority and responsibilities for a given order. The [TMA Non-Purchased Care Contract Administration Appointments And Duties Worksheet](#) should be completed for each order and inserted in the PBSOW when a COR and/or ACOR is assigned. The ACOR should have an in-depth understanding of the task and be prepared to represent the Program Office in dealings with the AM, the DCC-W KO, and the selected Contractor. The ACOR does not have authority for contractual actions. The ACOR provides a technical interface between the Program Office and the other organizations involved in the tasking process.

3.1.1.2. **TASK STATEMENT.** To the maximum extent possible, the requirements should take the form of defining the “outcome” desired, rather than

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“how” to do it. This approach is known as “performance based”. An SOW that is written in this form is referred to as a Performance Based SOW. The Program Office must produce a PBSOW that describes what is needed from the Contractor. It should, in reasonable detail, describe what the Contractor must do, produce and deliver in order to meet the needs of the Government. The [PMI BPA PBSOW template](#) and accompanying [General Information about SOWs](#) provide clear guidance for writing PBSOWs. It is important to give careful thought to the PBSOW for several reasons:

- The PBSOW drives the cost/price proposal from the Contractors. If it is vague or ambiguous, it may likely result in the contractor over/under estimating cost/price.
- A vague or ambiguous PBSOW can discourage contractors from bidding or provide grounds for a protest.
- Delivery of a product/service that does not meet the Government need.

3.1.1.3. **EVALUATION CRITERIA.** The Program Office must coordinate with the AM and DCC-W to determine whether to use the “best value” or “lowest price, technically acceptable (LPTA)” evaluation method. For LPTA, the Program Office must define minimum technical acceptability. For best value, the program office must define the evaluation factors, explain how they are weighted or ranked in order of importance in comparison to each other and in comparison to price. When using best value, you must work with AMD and DCC-W to justify use of this evaluation method.

The following are examples of evaluation criteria:

- Past Performance
- Technical Approach
- Resumes
- Corporate Experience

3.1.1.4. **INDEPENDENT GOVERNMENT COST ESTIMATE.** Based on the Program Office's understanding of the requirement, an estimated *Level of Effort* must be prepared. This section of the task statement should include an estimate of staff hours of effort, grouped by PMI labor category, required to accomplish the task and meet the requirement. It is important to note that each of the PMI Contractors have proposed eight [PMI General Labor Categories](#).

Although the exact job title proposed by the Program Office may not be listed in the PMI labor categories, a reasonable IGCE should be attainable by matching requirements with the general skills and experience levels associated with the labor categories. The AM can

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provide fully loaded projected costs for Full Time Equivalents (FTEs) in each of the categories identified.

The IGCE shall also include incidental¹ costs needed to complete the Contractor's task(s). These costs are referred to as "Other Direct Costs" (ODCs). ODCs include such items as hardware, software, travel, supplies, telecommunications, and reproduction costs. ODCs in excess of \$2,500 must show evidence of a market survey (3 quotes); and must be included with the IGCE. The ODC IGCE should provide estimated quantities for items as well as the reason for, the number of trips, destinations, and duration for anticipated travel. The total of all of the projected labor costs plus ODCs is the Task IGCE.

The Task IGCE lays the groundwork for cost, schedule, and performance goals for the Contractor. These goals are finalized after the Contractor's Proposals are received, negotiations are completed, and the order is issued. AMD has approved a standard [IGCE template](#), [guide](#), and [example](#) for users.

3.1.1.5. **FUNDING.** In order to begin the review process, the AM must receive a funding authorization and an electronic PBSOW. Program Offices should coordinate with their budget officer to determine the appropriate *Fund Citation* and *Funding Documentation* to include in the Tasking Package.

- a) **PROCUREMENT REQUEST WORKSHEET.** If funding the requirement with TMA funds, submit a Purchase Request Worksheet (PRW) to the POC as part of your Tasking Package.
- b) **ELECTRONIC DEFENSE AUTOMATED REQUISITION TRACKING SYSTEM (EDARTS).** An electronic Defense Automated Requisition Tracking System (eDARTS) has been implemented by Headquarters Department of the Army to streamline the acquisition process. All activities that use DCC-W contract vehicles are required to use this internet-enabled system to initiate procurement actions. Utilization of this system will eliminate the need for generating MIPRs. The [Instructions for Accessing eDARTS](#) can assist you in creating a User Account.

3.1.1.6. **SOLE SOURCE OR LIMITED SOURCE JUSTIFICATION.** Award to a specific contractor or exclusion of contractors requires a formal justification. The justification is only acceptable if it meets one of the following requirements, specified in the FAR Part 16.505 (b)(2).

¹ The GSA contracts does not allow for orders to include the purchase of equipment, materials, software, etc. which are not directly required for completion of task.

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- (i) *The agency need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays;*
- (ii) *Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized;*
- (iii) *The order must be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order; or*
- (iv) *It is necessary to place an order to satisfy a minimum guarantee.*

Because the justification must stand the test of formal legal sufficiency, it is imperative that the justification be prepared, reviewed by the Director of the Program Office, and approved by DCC-W Legal Counsel. The AM will assist the ACOR in determining if one of these exemptions supports the proposed strategy and in reviewing justification narrative prior to submission to DCC-W contracts and legal counsel.

3.1.1.7. INCUMBENTS. If the requirement represents a follow-on to an existing order, the Program Office should note this in the Tasking Package. If the incumbent is not a satisfactory performer and not necessarily desired as an awardee, the Program Office should be sure that this is made known to their leadership before the Tasking Package arrives at AMD. Unless circumstances dictate otherwise, incumbents will usually be invited to bid.

3.1.2. ACQUISITION MANAGEMENT DIVISION (AMD). Upon receipt, the AM reviews the Tasking Package received from the Program Office to ensure that it is accurate and complete and that the tasking is within the scope of the order. AM maintains a master log of all Tasking Packages received and the status of all actions in progress.

3.1.3. RESOURCE MANAGEMENT OFFICE (RMO) DIRECTORATE FINANCIAL OPERATIONS (FO) DIVISION. Once all requirements are met, the AM will forward the Tasking Package to RMO/FO for preparation of a requisition. RMO/FO receives the approved Tasking Package from the AM. RMO/FO will then validate the funds cited, prepare a DD Form 1262 (Administrative Service Request), and forward the complete Tasking Package back to the AM POC for

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final review. The AM POC will then forward the complete Tasking Package to DCC-W for processing.

3.1.4. **DCC-W CONTRACTING OFFICER.** The KO at DCC-W reviews the Tasking Package to ensure that the described work is within the scope of the order selected and that required documents have been completed. The KO then forwards the Task Statement (work descriptions, deliverables, and schedule) to all PMI Contractors and requests Technical and Price Proposals within a specified period of time.

3.1.5. **PMI CONTRACTORS.** The Contractors prepare Technical and Price Proposals that respond to the requirements described in the Task Statement. The intent is for all questions posed by a Contractor to be directed to the KO. If a question is directed to the Program Office or TM during the proposal period, the question must be forwarded to the AM and KO for resolution. *Only the DCC-W KO is authorized to contractually obligate the Government.*

3.2. **PROPOSAL REVIEW AND ORDER ISSUANCE.** The process for evaluating a proposal and issuing an individual order is described below:

3.2.1. **PMI CONTRACTOR.** The PMI Contractors complete the Technical and Price Proposals and submit them to the DCC-W KO. Normally the request for proposal and the Technical and Price Proposals are transmitted electronically to DCC-W. This streamlines the time and cost associated with the proposal.

3.2.2. **DCC-W CONTRACTING OFFICER.** The DCC-W KO reviews the Contractor's proposals to ensure completeness of the submission and that all electronic files are received without error. The KO then reviews the proposals to ensure compliance with the instructions, terms and conditions of the order. The KO then forwards the Technical and Price Proposals to the AM for review and distribution to the ACOR.

3.2.3. **PROPOSAL EVALUATION.**

3.2.3.1. **ACQUISITION MANAGEMENT DIVISION (AMD).** The AM documents the receipt of the Technical and Price Proposals, reviews the Proposals, and then attaches [Proposal Evaluation Forms](#) to the Technical and Price Proposal packages. The AM forwards these proposal packages with a Proposal Evaluation Form to the ACOR.

3.2.3.2. **PROGRAM OFFICE.** The ACOR, along with a team of at least two other independent evaluators, performs an evaluation of the Technical and Price proposals to ensure that the Contractors have responded to all requirements of the Task Statement, have provided an acceptable schedule, and have proposed a level of effort that is logical, legitimate,

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and can be supported by the funding allocated for the requirement. After completing the evaluation, the ACOR completes the Proposal Evaluation Form and forwards it to the AM. If discussions or negotiations of specific technical points or cost elements are required, this shall be documented on the evaluation form and conveyed through the AM to the KO. All proposal discussions with Offerors must include the KO.

3.2.4. **ACQUISITION MANAGEMENT DIVISION (AMD).** The AM reviews the comments provided by the ACOR on the Proposal Evaluation Form, and if necessary, may recommend changes or additions to ensure completeness and accuracy of this legal document. The AM then forwards the Proposal Evaluation Form to the DCC-W KO. If the KO requires clarification/changes, this will be coordinated through AMD.

3.2.5. **DEFENSE CONTRACTING COMMAND –WASHINGTON (DCC-W).** Based on the recommendation contained in the Proposal Evaluation Form and after appropriate legal review, discussions, negotiations, and agreement between the Government and the successful Contractor on the technical and price issues associated with the work, the KO issues a signed order to the successful Contractor. The KO provides a copy of the signed order to the AM and the ACOR. The KO will coordinate legal review prior to award, as appropriate. This signed order officially provides authorization for the Contractor to begin working. *DCC-W is the only body that can authorize Contractors to work.*

3.3. **DELIVERABLE REVIEW, ACCEPTANCE AND INVOICING.** The process for receipt/review of deliverables and invoicing is discussed below:

3.3.1. **PMI CONTRACTOR.** The PMI Contractor submits deliverables in accordance with the agreement and order specifications. On or before the specified due date, the Contractor provides a deliverable with an associated cover letter to the ACOR.

3.3.2. **PROGRAM OFFICE.** It is the responsibility of the ACOR to receive and carefully review the technical deliverable to determine whether it satisfies the requirements specified in the order. If it is acceptable, the ACOR will then approve related invoices/receiving report. Following ACOR review and approval, the ACOR must obtain concurrence of the Program Manager or equivalent. This concurrence will take the form of a cover memorandum from the concurring official to the paying office. No receiving reports will be sent to the paying office without this cover memorandum. The [Invoice and Receiving Report Procedure](#) contains instructions for review of receiving and invoice documents. If a deliverable is not satisfactory, the ACOR must immediately notify the Contractor of the deficiency. This notification may be verbal, but should be subsequently documented in either a memo, letter, or email to the Contractor and placed in the ACOR's contract file. If the ACOR and the

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Contractor cannot resolve the issue, the ACOR should provide a copy of the documentation to the AM, along with a list of all actions taken to resolve the matter. (For further details see the Problem Resolution section in this Guide.) Poor quality work should be documented for later inclusion in the [Past Performance Information \(PPI\) Assessment Form](#).

With the launch of the Wide Area Workflow Release System (WAWF) throughout TMA, invoice creation, review, acceptance, and payment will take place online. Invoices are instantly forwarded to the individual responsible for the next action of the invoice. The WAWF is sponsored by the Defense Information Systems Agency (DISA) and the Defense Finance and Accounting Service (DFAS). More information can be found at <http://www.defenselink.mil/acq/ebusiness/projects/operational.htm>.

3.3.3. **ACQUISITION MANAGEMENT DIVISION (AMD).** After review of the situation with the ACOR, the AM may elect to discuss the problem with the contractor or elevate the issue to the KO. If the AM is unable to resolve the issue, or if the AM deems necessary, the AM will refer the matter to the KO. The AM will provide copies of all documentation to the KO for review and retention in the official contract file.

3.4. **PERFORMANCE AND PROGRESS REPORTING.** The terms and conditions of each PMI BPA require that Contractors prepare and submit a Monthly Performance and Progress Report (MPPR) that addresses the total BPA work activity for the month.

3.4.1. **TIME & MATERIALS MPPRS.** For T&M type orders, the MPPR must list labor categories, name, and quantity of hours utilized on a monthly basis by CLIN. The report must also include status of work, documentation of problems, and recommended solutions to problems.

3.4.2. **FIRM FIXED PRICE (FFP) MPPRS.** For FFP type orders, the MPPR must list cumulative billings, status of work, documentation of problems, and recommended solutions to problems.

3.4.3. **REVIEW OF THE MPPR.** The ACOR monitors the order burn rate (for T&M) and expiration date, and must initiate any necessary modifications or extensions. The ACOR is responsible to review this report and confirm that progress is accurate and satisfactory. Close attention should be paid to information about funding to ensure that adequate funds remain to complete tasks during the order's period of performance and to prevent cost overrun, underburn, and potential ratifications². Identification of any discrepancy or potential discrepancy should first be addressed with the Contractor. If the issue is resolved with the Contractor, the

² Per FAR 1.602-3(a), ratification is defined as, "The act of approving an unauthorized commitment, by an official who has the authority to do so, for the purpose of paying for supplies or services provided to the government as a result of an unauthorized commitment."

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ACOR should make a notation in his contract file, or the Contractor should resubmit a corrected report. If the issue is not resolved, the ACOR should document, in writing, the issue, and meet with the AM for assistance.

The ACOR must assess the need for additional or follow-on work and generate new Task Packages not later than sixty (60) calendar days prior to expiration of funds or period of performance.

3.4.4. **QUARTERLY REPORT OF SALES.** Each quarter, each PMI BPA holder is required to submit, to the TMA COR, a report listing all sales under the BPA, cumulatively.

3.5. **PROBLEM RESOLUTION.** Development and maintenance of strong, positive business relationships between the Government and Contractors are strongly encouraged. However, there may be instances in which problems develop that will require resolution. Figure 1 depicts the process for resolving problems that may arise during the life of the order.

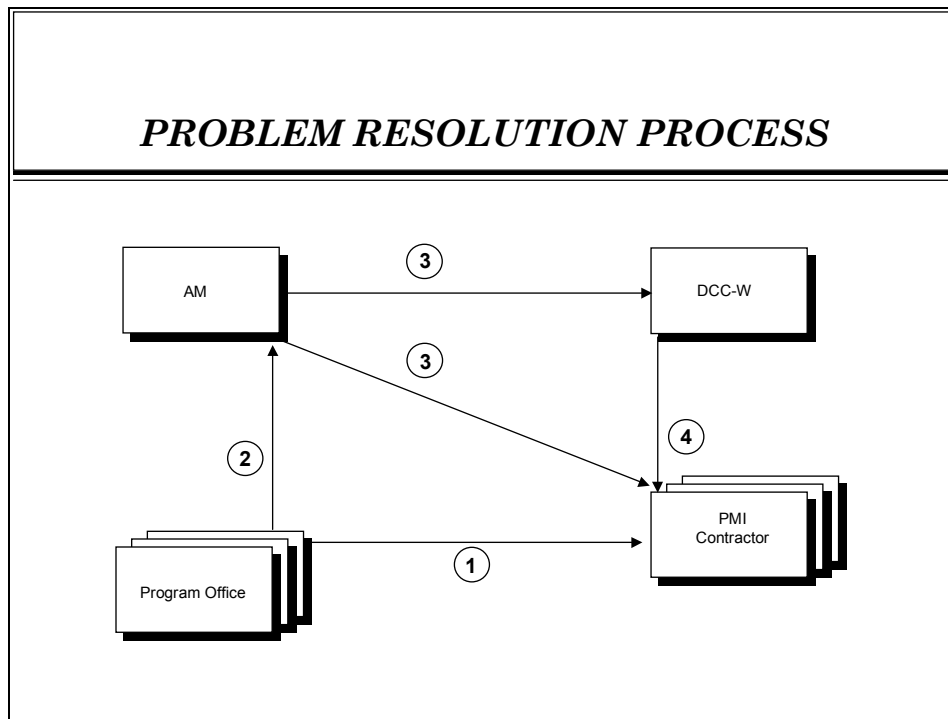


Figure 1

① The ACOR identifies and addresses the problem directly with the Contractor, creating written notes or emails for the file.

② If informal resolution cannot be reached, the ACOR shall refer the problem to the AM. The ACOR should provide the AM with copies of all pertinent materials,

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including, for example, the progress reports, briefing materials, notes of conversations with the Contractor, and copies of emails/correspondence.

③ The AM and ACOR will then address the problem with the Contractor. If resolution still cannot be reached, the AM will involve the KO.

④ The KO, AMD, and ACOR discuss the problem with the Contractor. All parties will be involved in all steps of the problem resolution process.

- 3.6. PREPARING THE PAST PERFORMANCE INFORMATION ASSESSMENT FORM.** In accordance with the 1994 Federal Acquisition Streamlining Act (FASA), Federal agencies must document the performance of Contractors in meeting established goals. FASA requires the Secretary of Defense to submit information to Congress about whether major and non-major acquisition programs are achieving, on average, 90 percent of cost, performance, and schedule goals. In order to capture the data necessary to report on the Contractor's performance, the [Past Performance Information \(PPI\) Assessment Form](#), shall be completed by the ACOR within fifteen (15) days of the end of the order's period of performance.

When completing the form, the evaluation must be restricted to cost, schedule, and performance quality. The evaluation must address only actual performance during the period of performance of the order and may only address work performed or products delivered for the specific order. ACORs are encouraged to provide positive as well as negative feedback. All feedback must be substantiated with a written narrative that completely describes the issues and impact on the program.

The completed form shall be forwarded to the AM, who will review it for completeness and may discuss the rating with the ACOR to gain a thorough understanding of issues presented in the evaluation. The Contractor is provided the form for their review and signature. DCC-W must provide the Contractor an opportunity to respond to any negative comments.

The AM maintains the files for all PPI Assessment Forms with all related correspondence between the ACOR, Contractor and KO for the duration of the order. The AM will review trends, based on cumulative orders. In addition, DCC-W maintains a Past Performance Information Management System (PPIMS) database to track all past performance. The files are accessible to Government personnel who need the information to facilitate Contractor selection decision.